



• **LEAN** – is doing a better job of delivering exactly what the customer wants – using fewer and fewer resources (equipment, time, space, inventory etc.). Eliminates wasteful steps, reduces queue times and quality increases as the number of steps decrease. Increases process efficiency by making the product flow.

FIVE PRINCIPLES OF LEAN

- Specify value in the eyes of the customer
- Identify value stream and eliminate waste
- Make value flow at pull of the customer
- Involve and empower employees
- Continuously improve in pursuit of perfection

LEAN IS NOT

- Speed at the cost of quality/safety
- Cutting costs at the expense of the customer
- A reduction in control/safety
- Purely a manufacturing toolset